



# CANNOCK CHASE HIGH SCHOOL

A C H I E V E M E N T F O R A L L

## DEBT RECOVERY POLICY

Debts may be written off only with the approval of the Governors' Finance Committee, though any debts above the level detailed in the annual funding letter must be submitted to DfE for approval to be written off.

The Finance Team will pursue outstanding debts in accordance with the Debt Recovery Policy, as follows:

- If payment has not been received 14 days after invoice a first reminder will be sent requesting payment;
- If payment is not forthcoming after a further 30 days, a second reminder will be sent with a threat of further action (unspecified) to recover the debt if payment is not received within 7 days;
- If payment is still not forthcoming, a third reminder will be sent with a threat of legal action through the Small Claims Court if payment is not received within 7 days;
- If payment is still not forthcoming the matter is reported to the Governors' Finance Committee to seek approval for proceeding with legal action through the Small Claims Court;
- The current aged debtors report, together with details of any debts outstanding and requests for debts to be written off, will be provided for each Governors' Finance Committee meeting.

### Debt Recovery Code of Practice

- We do not use oppressive or intrusive collection methods.
- We do not act in a manner intended to embarrass the debtor.
- We are circumspect and discreet when attempting to contact the debtor, whether by telephone, letter, or by personal visit.
- We ensure that all attempted contact with the debtors is made at reasonable times and at reasonable intervals.
- Unless instructed otherwise by the debtor, we do not discuss with or disclose to neighbours, relatives or employers a consumer's indebtedness.
- We do not use improper means to obtain the telephone number or the address of the debtor.
- We do not pressure debtors to sell property or raise funds by further borrowing.
- We do not falsely imply that criminal proceedings will be brought nor that civil action has been instituted in default of payment.

If you require this policy in another format please contact [office@cannockchase-high.staffs.sch.uk](mailto:office@cannockchase-high.staffs.sch.uk).